## Crisis management toolkit

| Topic | Module | Fact sheet | Resource / links | Tools  |
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| Overview – mental health crisis* What is a mental health crisis
* Rural mental health
 | Mental health crisis | * Fact Sheet – NAMI Mental Health Care matters
* Fact Sheet – State of rural Minnesota 2020
* Fact Sheet – CrisisNow Famework
* Fact Sheet – CrisisNow How does that flow

  | * SAMHSA National Guidelines for behavioral health crisis care Executive Summary
* Resources – Crisis Care
 | * Child Sample crisis intervention plan
* Youth crisis management plan
* Crisis plan for adults
* Integrated Relapse plan
* My crisis plan
* Suicide screening tool
	+ ASQ
	+ PSS
 |
| Human resource* Working with a team and community
* Types of mental health workers
 | Human Resource ManagementTeam-based careCommunity team integration  | Fact Sheet - Types of mental health workersFact Sheet - Hiring practices | Resources – Human Resources | Sample job descriptions* Mental health worker x 2
* Crisis worker
* Crisis therapist
* Crisis clinician
 |
| Financial – reimbursement* Financing crisis services
 | Financial management | Fact Sheet – Funding Crisis Services | Resources - Finances |  |
| Operations for patient care* Care coordination
* Quality improvement
* Access
* Telehealth
* Marketing
 | TelehealthQuality improvementCare coordinationAccess  | * Fact sheet – Rural vs urban definition
* Fact sheet – Tips on marketing your organization
* Fact sheet - Telehealth protocols
* Navigating a mental health crisis
* Transitions care
* Suicide risk practices in care transitions
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| Regulations – guidelines* crisis services
* mental health
* regulatory boards
 |  | Fact sheet – Minnesota resources, Minnesota Psychiatric Society | Resources – Professional & regulatory organizationsResources – Mental health and crisis services guidelines  |  |
| Patient rights* Patient centered
* Cultural awareness
* Patient rights
* Termination of patient relationship
* Restraints / coercion
* Patient records
* Involuntary mental health treatment
 | Patient centeredCultural awareness – Imad | * Fact Sheet - Patient rights
* Fact sheet – tips on termination
* Keeping patient records – MN statute
* Issue brief – promoting alternatives to seclusion and restraints
 | Resource – terminating patient relationshipResource – seclusion and restraintsResource – patient rightsResource – involuntary mental health treatmentResource – cultural competence | * Sample Termination letter
* Release of information
* HIPAA sample authorization
* Patient rights example
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| Employee safety* Safety for crisis workers
* Mental health in the workplace
* Infection control practices
* Code of ethics
* transference
 | Infection control | * NIOSH fact sheet – how to prevent violence on the job
* Fact Sheet - Self-care for the employee
 | Safety with infection control measures * CDC handwashing
* CDC social distancing

Remaining safe seeing patients - in office settingRemaining safe seeing patients - in home settingMental health in the workplaceMental health code of ethicsTransference  | Safety assessment for patient careSafety recommendations |
| Chronic disease – adults* Mental disease
* Chronic disease
* Aging
* Trauma
 | * Chronic disease
* Dementia / Alzheimer’s
* Cultural awareness – IMAD
* Aging in place – risk factors for elderly
* Mental health & aging
* Trauma & ACEs

Primary care treatment of:* Adult Anxiety
* Adult depression
* Adult Mental health disorders
 | Fact Sheet – brain health and medicineFact Sheet – talking about brain healthBrief guide to Psychiatric Advance DirectivesFact Sheet Minnesota – Mental HealthFact Sheet – Understanding Suicide CDCFact Sheet – Preventing Suicide CDCFact Sheet – Suicide Prevention Facts & Resources | Resources – Alzheimer’s DiseaseResources– Mental Health disease, diagnosis, medications, prevention, intervention, psychiatric advance directivesResources – Memory Testing | Tool- Advance Care Planning Dementia Tool - ASQ Suicide Risk Screening Tools - Common Memory testing done* Memory Impairment Screen (MIS)
* GP Cog screening
* MINI-COG
* Universal mini-cog

Assessments* Mini Mental State exam
* Mini mental status exam
* GAD 7 anxiety scale
* PHQ 2 depression
* PHQ-9 depression
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| Chronic disease – kids* Common childhood mental illnesses
* Mental health in kids
 | * ADHD
* Autism

 Primary care treatment of:* Pediatric depression
* Pediatric anxiety
* Pediatric mental health disorders
 | Fact Sheet – talking to your child about drugs and alcohol SAMHSAFact Sheet – suicide in kids CDC | Resources – Mental Health challenges for kids |  |